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Agency IT Overview
AGENCY MISSION

The mission statement of the North Dakota Secretary of State is:
To serve the people of the state of North Dakota and its guests;
To execute with integrity the duties required by the North Dakota Constitution and the North Dakota Century Code;
To collect and preserve the records of the state as defined by the law; and
To act as an ambassador for the state of North Dakota, its people, and its way of life.
This mission will be dispatched effectively, efficiently, expeditiously, courteously, and with financial responsibility.

DUTIES OF AGENCY

The Secretary of State is the office of record for the state of North Dakota. As the office of record, the agency provides stewardship over key government and public information, including, but not limited to, records of (1) all business registrations; (2) all Uniform Commercial Code (UCC) filings in North Dakota; (3) various other liens; (4) the proceedings of the state legislature; (5) licenses issued for contractor, professional fundraiser, and charitable solicitation; commissions for Notaries Public; registrations of lobbyists; registrations of home inspectors; and (6) all election related records, including, candidate filings, political committee registrations, campaign finance reports, and election results.

As the official record keeping body, the Secretary of State is charged with capturing and retaining a vast array of records in 45 different business related categories in addition to records of official acts. The agency is comprised of four divisions: Business Information and Registration, Administration and Licensing, Central Indexing, and Elections. The secretary, a deputy secretary, executive assistant, and 23 full-time equivalent classified positions staff the agency.

The four divisions of the agency are charged with the following duties:

1. The Business Information and Registration Division captures and maintains records of all corporations trading in North Dakota, as well as other registered business entities such as:
Churches (approximately 1,300)
Cooperatives (approximately 400)
Corporations (approximately 26,800)
Nonprofit Corporations (approximately 7,100)
Limited Liability Companies (approximately 5,550)
Limited Liability Partnerships (approximately 1,850)
Limited Partnerships (approximately 1,400)
Limited Liability Limited Partnerships (approximately 300)
Trade names and trademarks (approximately 16,700)
Fictitious Names (approximately 1,700)

2. The Administration and Licensing Division captures and maintains:
Records of the proceedings of the state legislature

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Records issued for the following:
Contractors (approximately 6,700)
Charitable solicitation (approximately 2,000)
Professional Fundraisers (105)
Home Inspectors (32)
Lobbyists (approximately 600)
Official Acts of State and miscellaneous (approximately 1,200)
Notaries public (approximately 12,200)

3. The Central Indexing Division collects and maintains records of all Uniform Commercial Code (UCC) filings, agricultural statutory liens and notices, and federal and state tax liens. (approximately 290,600 active filings)

4.The Elections Division collects and maintains records of all election related information, including candidate filings, election results, and campaign finance statements filed by candidates, parties, political action committees (PACs), and measure committees.

* Numbers taken from the agencies 2003-2005 Biennial Report

Agency IT Plan Contact Data
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Linda Gregoryk
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Agency Technology Goals And Objectives
Elections

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The Help America Vote Act of 2002 changed the face of elections forever and fortunately provided some of the funding necessary to make those changes. Since the passage of that federal act, we have implemented the use of the same voting technology in every polling location in the state. Each polling location has optical scan reader to read the voter darkened ovals on the ballots and record them as votes for the selected candidates. Each polling location also has a voter assist terminal available to anyone who desires or needs the assistance it can provide by marking the ovals on the ballot. Through the use of a touch screen, audio files, two-switch paddles, sip and puff, and other assistive technology, the voter is given a choice to use the machine in the way that best fits their needs.

Election reporting software has been installed in all 53 counties to aggregate the votes from the new voting machines. We have also built and utilized a new Election Management System (EMS) here at the state to aggregate and display on the web all of the vote totals from the counties. This EMS is also used to track and report campaign finance reporting in the state.

We are currently in the midst of implementing a new Election Administration System across the state which will contain applications for the Central Voter File, petition review, voter precinct finder, polling place details, poll worker tracking, voting statistics reports, and early and absentee voting administration.

Business Services, Central Indexing, Administration, and Licensing
With the passage of each biennium, nearly every category of customer interaaction with the Secretary of State's office increases significantly, however the number of FTEs appropriated to work with this increased customer interaction has remained the same. Current software applications do not afford our staff team members to keep pace with the increased workload, which has necessitated the authorization of a greater number of overtime hours to compete the work we do for the people of North Dakota.

As our state's economy builds, the workload for the people running the businesses of the state increases as well. The result of this is that businesses need to focus on their customers during normal business hours and interface with state agencies whenever they have the time.

Our technology goals and objectives are geared to address both of these situations. Moving our business registration and information along with administration and licensing divisions to a software application known as Secretary of State Knowledge Base (SOSKB) will accomplish the following:

1. Provide a wide variety of online services to our customers. The customers of the Secretary of State's office will be able to interact with the agency whenever the time is right for their schedule and they have an internet connection. This means that the services of our office will be open 24 hours per day, 365 days per year. No longer will it be necessary to call our office between 8 and 5 to accomplish the business they are required to complete with us. No longer will the customer need to depend on obtaining an open phone line to one of our busy staff members to accomplish their business with our office. Customers will still be able to call our office if they desire, but online services should allow customers quicker connection to our staff members because the call volume will decrease.

2. Add a business to business option from the agency. Many businesses depend on the information we maintain. Currently these businesses must contact our office to receive the information they wish to purchase. SOSKB will allow these customers to request, pay for, and receive their desired information without the specific need to interact with a staff member in our office.

3. Grant confidence to customers that they have completed their required interaction with our office. The online services of SOSKB have intuitive logic to assist the customer toward a complete interaction with the agency. For example, a contractor needs to obtain their license from our office. In many cases those same contractors have a business registration requirement with our office as well. To work as a contractor in the state, the law in most cases says they must have both a license and a business registration. SOSKB will help this customer make a full and complete filing with the state through the questions the system will ask of the customer.

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4. Reduce the amount of paper filed with our office. The online services of SOSKB allow customers to file their required documents and pay their fees electronically. This is an economical time saver to the customer and to state government because it eliminates the need to physically handle the document and payment on both sides of the process.

5. Reduce the physical handling of paper filings by the various division of the agency. One of the first steps utilized in SOSKB to process the documents and payments sent by the customer to our office is to scan them into the system. Once scanned the necessary work of completing the filing can be handled by several agency staff members at the same time. Accounting can process the payment while the information unit is gleaning the necessary information for the database and preparing any return communication to the customer. Presently this is a one step at a time process - open the mail, deliver to accounting, deliver to the information unit, glean the information, and prepare correspondence.

6. Allow crosstraining of agency staff members. SOSKB has a similar look and feel for the work that is completed within all of our divisions. This means that staff members can be easily trained to assist another division as the current workload demands.

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1. **If applicable, describe the reason for any extraordinary increase or decrease in your infrastructure costs.**

2. **Total number of desktop computers:**   25
   Number of desktops for which you are requesting replacement funding: 12
   Average replacement cost/desktop: 800

3. **Total number of laptop computers:**   3
    Number of laptops for which you are requesting replacement funding: 2
    Average replacement cost/laptop: 1,860
What state planning region are these desktop/laptop computers located?
Region 1   0 **2**   0 **3**   0 **4**   0 **5**   0 **6**   0 **7**   28 **8**   0

4. **What percentage of these pcs are running the following operating systems:**
          (total should be equal to 100%)
Windows 98   0 **%**
Windows NT   0 **%**
Windows 2000   0 **%**
Windows XP   100 **%**
Other   0 **%**

5. **What additional expenditures are being paid out of non-appropriated funds?**
Please explain:

Agency Technology Activities
Elections
The Help America Vote Act of 2002 changed the face of elections forever and fortunately provided some of the funding necessary to make those changes. Since the passage of that federal act, we have implemented the use of the same voting technology in every polling location in the state. Each polling location has optical scan reader to read the voter darkened ovals on the ballots and record them as votes for the selected candidates. Each polling location also has a voter assist terminal available to anyone who desires or needs the assistance it can provide by marking the ovals on the ballot. Through the use of a touch screen, audio files, two-switch paddles, sip and puff, and other assistive technology, the voter is given a choice to use the machine in the way that best fits their needs.

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6. Allow cross training of agency staff members. SOSKB has a similar look and feel for the work that is completed within all of our divisions. This means that staff members can be easily trained to assist another division as the current workload demands.

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		CURRENT APPROPRIATION	BUDGET REQUEST	OPTIONAL ADJUSTMENTS	REQUEST PLUS OPTIONALS	SUBSEQUENT BIENNIUM
IT5310	IT SOFTWARE AND SUPPLIES	$8,000	$5,500	$0	$5,500	$5,500
IT5510	IT EQUIPMENT UNDER $5000	$20,000	$24,000	$0	$24,000	$24,000
IT6010	IT DATA PROCESSING	$1,361,299	$2,638,753	$0	$2,638,753	$1,500,000
IT6020	IT COMMUNICATIONS	$48,500	$53,000	$0	$53,000	$55,000
IT6030	IT CONTRACT SERVICES & REPAIRS	$1,384,112	$1,057,371	$0	$1,057,371	$1,000,000
	Total Budget:	**$2,821,911**	**$3,778,624**	**$0**	**$3,778,624**	**$2,584,500**
001	STATE GENERAL FUND	$1,864,040	$1,620,175	$0	$1,620,175	$1,584,500
G189	TITLE II FED ELECTION FUNDS	$957,871	$2,158,449	$0	$2,158,449	$1,000,000
	Total Funding:	**$2,821,911**	**$3,778,624**	**$0**	**$3,778,624**	**$2,584,500**

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Project: 1 Migrating applications to SOSKB - Phase 2

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Agency Priority - 1   **Project Type:** Application replacement   **Age of Current Application:** 17

Project description

Migrating Secretary of State software applications from the AS/400 and Mainframe to Secretary of State Knowledge Base (SOSKB). Phase 2

Briefly describe the business need or problem driving the proposed project.

We are currently moving all of Central Indexing from the Mainframe to SOSKB. This software also contains management tools for those applications currently hosted on the AS/400, which, according to ITD, is not a long term platform to which the Secretary of State's office should remain tied due to a lack of available programmers for this platform. Housing all applications in this software package will greatly increase customer online services and therefore greatly improve office efficiencies.

Describe how the project is consistent with the organizations mission.

This will allow the agency staff team to provide greater customer service as we execute with integrety the duties required of our agency by the Constitution and Century Code.

Describe the anticipated benefits of the project and who will derive the benefits.

SOSKB provides a wide variety of online services for the customers required to work with our office. This gives the customer access to our office 24/7 without the absolute need to speak to someone in our office. It will allow the customer to spend normal working hours dealing with their own customers and giving them the opportunity to interact with the agency when it is best for them. This also has the added benefit of providing greater efficiencies for our office staff members.

Describe the impact of not implementing the project.

ND has a growing economy with an ever increasing number of businesses starting, expanding, and moving into the state. As businesses increase, so do the required number of filings with this agency. Failing to move forward with this project will make it difficult to provide exceptional customer service since our FTEs are not likely to increase. Not implementing will force more customers to interface with our agency only during business hours and only when a staff member is available.

Identify any risks associated with implementing this project and explain how the risks will be mitigated.

Phase one of this project is being closely managed by an ITD project manager and staff members of the agency so that we achieve the expected results on time and within budget. The same close watch will need to be in place for Phase 2 because we are moving nearly all of the office functions and data to this new software. We cannot afford to leave behind any of our critical data or system functionality.

Describe the additional costs?

NA

Enter any additional costs for the project that are not included in IT Object Codes used in the Project Cost Screen?

Additional Costs? - $0

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Optional Project Costs - $0

Total Project Cost? -   **$824,153**

Tot Proj Costs + Optionals -   **$824,153**

What additional expenditures are being paid out of non-appropriated funds?

NA

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		CURRENT APPROPRIATION	BUDGET REQUEST		OPTIONAL ADJUSTMENTS	REQUEST PLUS OPTIONALS	SUBSEQUENT BIENNIUM
IT6030	IT CONTRACT SERVICES & REPAIRS	$0	$0		$824,153	$824,153	$129,600
	Total Budget:	**$0**	**$0**		**$824,153**	**$824,153**	**$129,600**
001	STATE GENERAL FUND	$0	$0		$824,153	$824,153	$129,600
	Total Funding:	**$0**	**$0**		**$824,153**	**$824,153**	**$129,600**